



ATTACHMENT B HARDWARE PURCHASES

B.1 Hardware Purchases

ESRI shall negotiate hardware prices at the time of quotation and/or purchase.

B.2 ESRI Installation of Minicomputer Equipment

ESRI, or its designee, shall install any equipment ordered under this Agreement in the State's designated office within 120 days (if possible) of execution of this Agreement or subsequent Purchase Order issued under this Agreement. The State is responsible for verifying delivery dates prior to initiating a Purchase Order for the hardware. Installation dates may be changed by mutual consent of ESRI and the State. This installation shall include unpacking, placement, and successful interfacing and testing of equipment according to standard procedures associated with each manufactured item of the system.

During the installation period, ESRI shall coordinate with the hardware vendor to guide the system administrator on the installation, operation, and administration of the new hardware system. The State will receive hands-on demonstration and guidance as the two parties work together on minicomputer systems installation tasks. The following will be covered:

- Starting up the system and individual devices and shutting them down in an orderly fashion
- Monitoring system status, including disks, assignable peripherals, user lines, print queues, and batch job queues (sequential job processing)
- Monitoring the system event log
- Maintaining directories and files by creating, locating, deleting, protecting, passwording, and obtaining file and directory listings
- Performing backup and recovery on magnetic tapes and disks
- Controlling printer operations
- Modifying user line and terminal settings
- Performing system crash recovery procedures
- Identifying, isolating, and replicating user and system problems



B.3 ESRI Installation of Workstation and/or Peripheral Equipment

ESRI, or its designee, shall install all equipment ordered under this Agreement in the State's designated office within ninety days (if possible), depending on vendor inventory/delivery schedules. Installation dates may be changed by mutual consent of ESRI and the State. This installation shall include the successful interfacing and testing of equipment according to standard procedures associated with each manufactured item of the system. The unpacking and placement of equipment shall be the joint responsibility of the equipment vendor and the State, with ESRI providing coordinative support.

During the installation period, ESRI shall coordinate with the hardware vendor to guide the State's system administrator on the installation and administration of the new hardware system as it relates to the operation of ARC/INFO® and related ESRI® software. As the two parties work together on systems installation tasks, the systems administrator will be guided through key procedures needed to install and administer ARC/INFO and related software on the equipment. The following will be covered:

- Starting up the system and individual devices and shutting them down in an orderly fashion
- Checking disk space availability, obtaining files and directory listings, setting up accounts and permission/access rights, and creating workspaces for the software
- Loading and/or restoring files on tape
- Modifying user line and terminal settings where necessary

B.4 Deliverables

- Hardware system as ordered
- Interfaced hardware
- Performance (Acceptance) tests
- Users familiarized in operation of hardware

B.5 Responsibilities

- a. The State shall designate a person to act as system administrator who will learn the procedures for system installation, operation, maintenance coordination, and problem identification.
- b. The State shall, at its own expense, prepare the designated site in accordance with specifications and communications with a member of ESRI's staff. These preparations shall include installation of appropriate electrical wiring, air conditioning, heating, humidity control, lighting, and space for hardware components.

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ESRI is the company name and a registered trademark of Environmental Systems Research Institute, Inc.



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- c. ESRI shall coordinate the shipping, insurance, and delivery of the various hardware components, including communication with the State regarding appropriate logistics.
- d. The State shall provide appropriate insurance coverage for the equipment after delivery.
- e. ESRI shall provide an on-site specialist to interface the various hardware components, coordinate with the hardware vendor representatives in performing the various acceptance testing of each equipment component, and familiarize the users in use of the hardware.

B.6 Acceptance of Equipment

Equipment shall be accepted by the State when ESRI and the State jointly verify that the equipment is installed and operating in accordance with the manufacturers' published specifications. Upon the happening of this event, acceptance has occurred.

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ATTACHMENT C ESRI SERVICES

C.1 ESRI Software Installation

Minicomputer and Workstation:

Upon receipt of a Purchase Order for software installation, ESRI shall successfully install and test all minicomputer and/or workstation software ordered under this Agreement. ESRI is responsible for the interfacing of additional hardware only if such items are identified in the current ESRI® documentation and are fully operational on the date of ESRI software installation.

ESRI technical personnel will work on-site with assigned State staff who will be familiarized in maintaining and supporting the software systems installed.

ESRI shall deliver a training database with the software.

Deliverables

- ESRI software installed and tested on the specified computer system.
- Orientation of State technical personnel in installation and maintenance of software.

Responsibilities

- a. The State will provide the completed Client Information Profile to ESRI (see Attachment F). The installation date will not be finalized until ESRI has reviewed the profile.
- b. ESRI will supply materials for installation activities.
- c. The State shall provide technical staff, as needed, including the State system administrator, to work with ESRI staff, install software, and learn basic maintenance and management procedures for software. If software is to be installed on or interfaced to State equipment not furnished by ESRI, State technical staff shall participate in the software installation and shall provide assistance in interfacing ESRI-supplied software with State's computer operating system and State's peripheral devices; State technical staff shall be available during training to assist with operating system adjustments, minor bug fixes, and so forth. State shall provide system administrator-level access to ESRI on its computer system and provide requested user accounts required for software installation.



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Acceptance of Software

When on-site installation is ordered and subsequently provided by ESRI, software shall be accepted by each State ordering party when ESRI and the party jointly agree in writing that the modules are operational according to the current published specifications. Where self-installation occurs by each ordering party, acceptance shall occur within ten (10) days of delivery.

Fees

The installation fee is \$2,000, not to exceed two days on-site at one location—all travel and per diem expenses included. Each additional day is \$750/day plus travel expenses, if required.

C.2 ESRI Software Training

When ordered, ESRI shall train users in the operation of the software programs installed.

The training program will be conducted at the offices of the ordering party or another mutually agreed convenient location. For each on-site course, the State shall select no more than ten of its staff for training. ESRI shall present a general overview of each program and have each student use each program to solve a problem from a previously distributed problem set. The introductory course extends over a period of five (5) class days and encompasses ARC/INFO and NETWORK. TIN and COGO courses are two days each. These courses are scheduled at later dates upon the agreement of the parties.

Deliverables

- Users trained in use of ESRI software.
- One set of course materials for each trainee.

Responsibilities

- a. ESRI shall provide all training materials and a trainer for conducting the courses.
- b. For training at State facilities, the State shall provide a classroom equipped with large tables comparable to drafting tables, chalkboard, movable seats, terminals, and computer time adequate to process various student jobs. Students should be able to leave their materials in the classroom after the day's training.

Training may be purchased either on-site or at ESRI for standard fees in accordance with current ESRI policy.

C.3 Software Maintenance Fee Schedule

Software maintenance fees are payable annually in advance. ESRI will invoice each purchaser based on fees in effect on the date maintenance fees become due each year.

Two forms of software maintenance are available: Primary and Secondary.



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Primary Support Service receives the following services:

- a. Telephone consultation for user questions (see Support Chart in this section for the number of calls permitted).
- b. Software and User Guide Updates.
- c. Registration for two people at the annual ESRI User Conference is provided with multi-user primary support.
- d. Registration for one person at the annual ESRI User Conference is provided with single-user primary support (except PC platform).

Secondary Support Service is provided through the Primary Support User (e.g., all calls regarding user questions are made to the Primary Support User, not to ESRI). Software updates are sent to the Primary Support User for distribution to the Secondary User. Examples of current fees are listed on the following pages.

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**ESRI User Support Options
(U.S. only)**

Software Support/Updates User Category	Cost/Annual Fee	Phone Support	Electronic Mail	User Conference	News-letter	Software Update Kit	Documentation Update Kit	Period Covered by Initial License Fee	Technical Notes	Special Notes
Multi-User Primary	See Table 1	Unlimited	Yes	2 Slots	Yes	Yes	2 Copies	12 Months	Yes	
Multi-User Secondary	60% Discount off List Fee for Primary. See Table 1.	None	No	0	Yes	Yes	2 Copies	12 Months	No	•Requires one or more primary licenses. •Phone support through primary maintenance site only.
Single-User Primary	See Table 1	50 Calls per Year	Yes	1 Slot	Yes	Yes	1 Copy	12 Months	Yes	
Single-User Secondary	See Table 1	None	No	0	Yes	Yes	1 Copy	12 Months	No	•Only one software update kit is delivered for each extra CPU type (1). •Requires at least one primary support (single-user or multi-user).
PC Software—Primary	See Table 1	40 Calls per Year	No	0	Yes	Yes	1 Copy	3 Months	Yes	
PC Software—Secondary	See Table 1	None	No	0	Yes	Yes	1 Copy	3 Months	Yes	•Requires one or more PC support primary licenses.
Host Object Code—Multi-User	\$1,100	None	No	0	No	Yes	1 Copy	12 Months	No	•No telephone support available.
Object Code—Single-User	\$1,100	None	No	0	No	Yes	1 Copy	12 Months	No	•No telephone support available.

(1) An extra CPU type is defined as any CPU requiring a different version of the software (i.e., a Sun 3 is different from a Sun 4).



Revision 5.0
 Table 1
 SOFTWARE SUPPORT
 CURRENT ESRI MULTI-USER PRIMARY SUPPORT OPTIONS(C)

CLASS	IN ADVANCE(A)		IN ARREARS(D)	
	ARC/INFO	TIN, NETWORK, COGO	ARC/INFO	TIN, NETWORK, COGO
3	\$ 4,000	\$1,100 each	\$ 4,480	\$1,232 each
4	5,500	1,100 each	6,160	1,232 each
5	6,800	1,100 each	7,616	1,232 each
6	8,500	1,100 each	9,520	1,232 each
7	10,000	1,100 each	11,200	1,232 each
8	11,200	1,100 each	12,544	1,232 each
9	16,000	2,300 each	17,920	2,576 each
10	23,000	2,700 each	25,760	3,024 each
11	25,000	3,100 each	28,000	3,472 each

CURRENT ESRI MULTI-USER SECONDARY SUPPORT OPTIONS(B)(C)

CLASS	IN ADVANCE(A)		IN ARREARS(D)	
	ARC/INFO	TIN, NETWORK, COGO	ARC/INFO	TIN, NETWORK, COGO
3	\$1,600	\$440 each	\$ 1,792	\$ 493 each
4	2,200	440 each	2,464	493 each
5	2,720	440 each	3,046	493 each
6	3,400	440 each	3,808	493 each
7	4,000	440 each	4,480	493 each
8	4,480	440 each	5,018	493 each
9	6,400	920 each	7,168	1,030 each
10	9,200	1,080 each	10,304	1,210 each
11	10,000	1,240 each	11,200	1,389 each

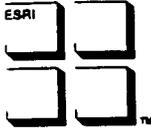
SINGLE-USER WORKSTATION
 CURRENT PRIMARY AND SECONDARY SUPPORT OPTIONS(B)(C)

ALL CLASSES	IN ADVANCE(A)		IN ARREARS(D)	
	ARC/INFO	TIN, NETWORK, COGO	ARC/INFO	TIN, NETWORK, COGO
Primary	\$3,000	\$500 each	\$3,360	\$560 each
Secondary(B)	1,200	200 each	1,344	224 each

- (A) Maintenance/support fees due and payable annually in advance.
- (B) Any secondary site can be upgraded to a primary site by paying the difference in the fee between the primary and secondary support site fees.
- (C) Fees subject to change without notice.
- (D) In arrears payment due each quarter

Multi-User Machines

	Class 3	Class 4	Class 5	Class 6	Class 7	Class 8	Class 9	Class 10	Class 11
Apollo	2100-2500 3000	3500 4000, 4500							
Data General	AV 300, 310 AV 4XX AV 3200	MV 1000-2000 DS 7540 AV 40XX AV 41XX AV 5010 AV 5200	MV 2500-5500 MV 7800 AV 5220 AV 6100 AV 62XX AV 7000 AV 8000	MV 6000 MV 7800 XP MV 8000 MV 9500 MV 15000/8 MV 18000/1 MV 18000SX	MV 10000 MV 15000/10 MV 18000/2	MV 15000/20 MV 20000 MV 40000			
DEC	DEC 2100	VAXst II VAXst 3100- 3500 DEC 3100 DEC 5000, 5100, 5400	VAX 730-750 VAX 3300-4000 VAX 8000 MVAX DEC 5500, 5800	VAX 780-785 VAX 6X10 VAX 6X20 VAX 8200-85XX	VAX 6X30 VAX 6X40 VAX 8600-8700 VAX 8810-20	VAX 8830-42 VAX 6450-60	VAX 9000		
HP	340-350 400t, 425t 834	360-375 400s-433s 720 815-852	730, 750 860-870						
IBM	RT 115	RT 125 RS 320, 520	RT 130, 135 RS 550-550 RS 730-950				3033, 3081 3083, 3084 3090, 4381 9083, 9181 See Price Table	3090 50S, 60S	3090 50J, 60J
Intergraph	IA220 IP32C-245 IS200 IV220	IA340-6280 IP340-6280 IS300-6105 IV340-3240	IS6505						
Prime		250 2250, 2350	400, 450 2450-2950 4050	550-850 4150-5340 9650-9755	6150, 9950, 9955, 9955 II	6350-6650			
Silicon Graphics		4D/20, 4D/25 4D/35	210S-420S						
Sun	386i 3/60, 3/80 4/60, 4/65, IPC	3/110, 3/160 4/75, 4/110	3/260-3/480 4/260-4/490						
Tek	4319, 4325	4301, 433X	ARC/INFO is no longer available on Tektronix platforms. Multi-user classifications are provided for maintenance purposes only.						



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Attachment D
SOFTWARE LICENSE AGREEMENT
Contract No. 92P0211

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DEFINITIONS: The term "Licensed Software" as used in this Agreement means the computer programs identified below and contained in the diskette(s), cassette(s), or tape(s) in the media package, together with any updates subsequently supplied by ESRI.

The term "Software Copies" means the actual copies of all or any portion of the Software, including backups, updates, merged or partial copies permitted hereunder or subsequently supplied by ESRI.

The term "Related Materials" means all of the printed materials and the confidential user support activation code supplied by ESRI for use with the Software. User documentation is copyrighted and must be purchased from ESRI or its Distributor.

The term "Single-User" means a dedicated processing unit on which only one user can access the Licensed Software at any one time.

The term "Multi-User" means a dedicated processing unit where multiple users can access the Licensed Software at any one time.

The term "Network" means a series of processing units physically connected to each other.

PERMITTED USES: Depending on the license fee that has been paid for:

Single-User Version: You may load into memory and use the Software on a single dedicated computer.

Multi-User Version: You may load into memory and use the Software in a network or multiple-user arrangement.

You may also:

Install the Software onto a permanent storage device (one hard disk drive).

Make and maintain backup copies provided you keep possession of each backup. In addition, all the information appearing in or on the original labels, including the copyright notice, must be copied onto the backup labels.

Modify a licensed program for your own use and merge it into other program material provided that the revised program can only be utilized on the designated processing unit and under the same terms of this Agreement.

This License gives you certain limited rights to use the Software and Related Materials. In addition, you agree to use reasonable efforts to protect the Software from unauthorized use, reproduction, distribution, or publication. All rights not specifically granted in this License are reserved to ESRI.

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ASSIGNMENT: You shall not be entitled to assign your rights hereunder, without the prior written consent of ESRI.

MAINTENANCE: In order to continue receipt of software updates and access to user support, software maintenance is available at current standard fees following the complementary maintenance term.

DURATION: This Agreement is effective from the day you receive the Software and/or the Related Materials. The term of this License is indefinite. You agree that the obligation of confidentiality described in this Agreement is binding in perpetuity and, as such, survives the term of the Agreement.

If you breach this Agreement, ESRI or its Distributor can terminate this License upon notifying you in writing. You will be required to return all Software and Related Materials. ESRI or its Distributor shall have the right to enforce any other legal remedy available.

LIMITED WARRANTY: ESRI warrants that the unaltered current version of the Software will substantially conform to its accompanying specifications. The ARC/INFO Software Support Policy has been established as the mechanism of assuring such performance.

THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SUBJECT TO LOCAL LAW.

EXPORT: ESRI Software, the Related Materials, and the related installation and training services have been determined to be Technical Data under United States Export Regulations. The export of such Technical Data is strictly controlled, and you agree that you will comply with all laws, rules, and regulations of the United States in regard to any export or movement of such Technical Data of which you become aware.

You agree not to disclose or re-export the technical data received under this License in or to the restricted countries below without prior written authorization from ESRI and the U.S. Department of Commerce:

Cambodia, Cuba, Libya, Iraq, North Korea, South Africa, and Vietnam.

You agree to notify ESRI within one week should you become aware of the export of any ESRI Technical Data, either from the authorized delivery destination or to any restricted country. You agree not to export the ESRI Licensed Software, Related Materials, and/or the related services into a country which does not have copyright laws that will protect ESRI's and others' proprietary rights. This provision shall survive termination of this Agreement for any reason whatsoever.

INDEMNITY: ESRI, at its own expense, will indemnify you from all infringement or other property claim arising under the scope of this License provided that you immediately notify ESRI of such claim, the claim is not based upon a modification of any program or the incorporation of a licensed program into a modified product or program, and you have not breached any term or condition of this Agreement.

ESRI reserves the right to control the defense of all such claims with your full cooperation.



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LIMITATION OF LIABILITY: ESRI shall not be liable for special, incidental, or consequential damages related to your use of the equipment, Software, and Related Materials, even if ESRI is advised of the possibility of such damage.

GENERAL: This license may be modified by an amendment signed by the parties. If any provision of this Agreement shall be unlawful, void, or for any reason unenforceable, it shall be deemed severable from, and shall in no way affect the validity or enforceability of, the remaining provisions of this Agreement. This Agreement will be governed by the laws of the United States of America and the State of California.

This Agreement represents the entire understanding and agreement regarding the Software, Software Copies, and Related Materials and supersedes any purchase order terms, communications, advertising, or representations. You acknowledge that you have read every provision of this Agreement and that you agree to be bound by its terms.

CPU Make/Model: _____

Single-User: _____ Multi-User: _____

FPA: Y N

Software: _____ ARC/INFO _____ NETWORK _____ TIN

Installation Address: _____

_____ COGO _____ RDBI _____ GRID

Maintenance: _____ Primary _____ Secondary

ACCEPTED AND AGREED:

 (Company Name)

ENVIRONMENTAL SYSTEMS RESEARCH INSTITUTE, INC.
 (ESRI)

By: _____
 Authorized Signature

By: _____
 Authorized Signature

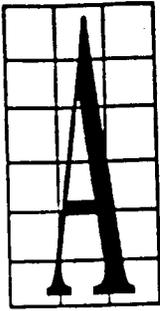
Printed Name: _____

Title: _____

Title: _____

Date: _____

Date: _____



User Support

ARC/INFO

for PC, Workstation, Mini, and Mainframe Computers

Your Link to ESRI®

ESRI's long-standing commitment to serving and responding to the GIS user community is exemplified by the goals of our User Support Service: to promote your success with ARC/INFO® and carry forward your suggestions for its continuing improvement. To foster your success in using ARC/INFO, we provide a flexible and complete support program.

What Constitutes User Support?

User Support at ESRI consists of Technical Support Services (including hotline and ARCMail™), software and documentation updates and revisions, the annual ESRI User Conference, and technical publications, including *ARC News* and *TechNotes*. Please refer to the summary chart for a list of


 services included in each support program.

Technical Support Services

Hotline. ESRI's staff of Technical Support Analysts is available by telephone Monday through Friday from 7:00 a.m. to 5:00 p.m. Pacific Time. When you call the hotline number, 714-793-ESRI, your call is answered by a technical receptionist, who confirms that you are a Primary Support subscriber and asks for a brief description of the nature of your call.

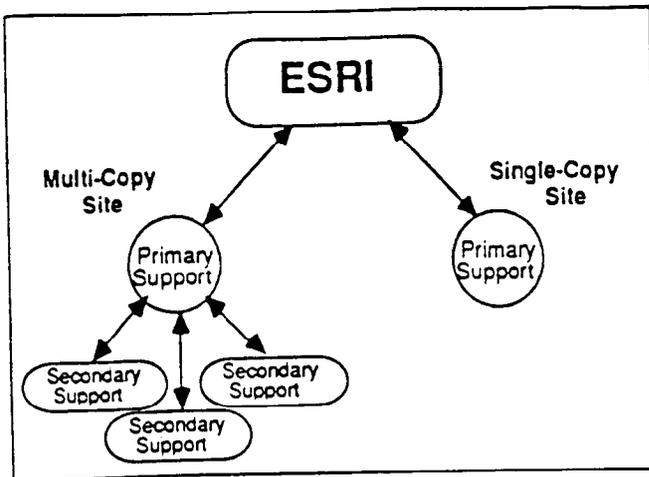
This description facilitates routing your call to the specialist who is best able to help you. It's the job of the analyst to whom your call is routed to re-search your questions and consult with other specialists as necessary to resolve problems as quickly as possible.

Electronic Mail. ESRI provides an electronic mail service to receive your questions and problems around the clock. Our staff checks regularly for

incoming messages and distributes them to the appropriate specialists. An answer is returned by electronic mail. This service also provides a bulletin board of known problems and solutions, the ability to communicate with other users, the ability to upload and download files for information sharing, and several special interest bulletin boards.

Resolution Time. The time required to answer your question or resolve your problem varies considerably, depending on the type of problem and whether we are able to reproduce it at our site. Usually we are able to answer questions and suggest work-arounds to problems the same day we receive them, often immediately.

If research or consultation with another specialist is required, it may take three to five working days. Under rare circumstances, it may take longer. If the



problem turns out to be a coding or documentation error for which there is no work-around, resolution may have to wait for a programming modification. Usually, however, we can clarify documentation issues and provide work-arounds to the user's satisfaction.

Product Updates and Releases. At ESRI, we believe that GIS software is evolutionary, so we continually enhance ARC/INFO. Periodically, we issue software updates and revisions to resolve known problems and provide new capabilities for each ARC/INFO product.

An update release includes software modifications and a limited number of significant new features. A new product release includes many major enhancements to the capabilities and functionality of the product.

Each update or new release package includes

one software installation kit and appropriate documentation updates. The need for and contents of updates and new releases is determined, scheduled, and provided at the discretion of ESRI.

Annual User Conference. Each year, ESRI hosts a user conference to which all our support subscribers are invited. A registration fee may be required (please refer to summary chart). This is a unique week-long information exchange between the ARC/INFO user community and ESRI staff.

You can meet with other users to share experiences and knowledge. You can also attend your choice of many user presentations and technical sessions on how to use ARC/INFO.

The conference provides an opportunity to meet face-to-face with the ESRI staff to ask questions and offer suggestions for how we can better serve your site's needs.

User Support Publications. As an ARC/INFO support subscriber, you are automatically placed on our mailing list for complimentary publications. These publications provide you with the most up-to-date information about our products and what is happening throughout the GIS world. TechNotes provide you with the most current technical information on each of our products. This information takes the form of technical procedural tips, articles written by our technical support staff, hardware configuration suggestions, and many other helpful ideas often initiated by our users. *ARC News*, a quarterly newspaper, is our way of sharing GIS news from ESRI and around the world. Each issue contains information about our current activities, new software developments, news from ARC/INFO user groups, highlights of many user projects employing ARC/INFO, and more.

Maintenance and Support Programs

Complimentary Support. Included in your purchase of ARC/INFO is a period ranging from 90 days to 12 months (depending on the platform) during which time you receive free support. The installation and

implementation phase of your ARC/INFO experience is a critical period. This is the time during which you are beginning to work with the system and are tailoring it to accomplish your GIS goals. Complimentary support expedites your familiarization with ARC/INFO and ensures that you have the help you may need to get started right.

Support Options. At the end of your complimentary support period, it is highly recommended that you ensure continued support and maintenance by subscribing to one of our support programs. We offer both primary and secondary support programs for single-user and multi-user systems in a two-tiered approach designed for economy.

Primary Support. The feature unique to the primary support program is the Technical Support Service, which includes telephone hotline support and electronic mail. Primary Support is the only option for sites with only one ARC/INFO license. Support for optional modules must be purchased separately, as indicated in the policy statement.

Secondary Support. If your site has more than

one ARC/INFO license on the same platform using the same operating system and has purchased at least one Primary Support subscription, you can take advantage of our two-tiered support program. Secondary Support, which features many of the advantages of Primary Support, is available at a reduced price for these sites. Such a program is available for single- as well as multi-user platforms.

Secondary support requires that an experienced user (and one backup person) at the primary site be designated as technical contact for all communication between ESRI and all sites covered by the agreement, both primary and secondary. Hotline and ARCMail support are not available to secondary support sites directly, but only through the designated primary technical contact.

Product updates are included for both primary and secondary sites, but the shipments will be sent only to the primary technical contact for distribution. Up to 9 secondary support subscriptions can be purchased for each primary support subscription.

Multi-Platform Support. You can take advantage of our two-tiered support program if your multiple platforms are of the same

machine type, which means they have the same manufacturer and operate under the same operating system, and, therefore, don't require different versions of ARC/INFO. For example, if your site has purchased an ARC/INFO license on a VAXstation 3100 and a VAX 8600, you can take advantage of Secondary Support for one of these licenses as long as Primary Support has been purchased for the license on the larger class CPU.

This relationship applies because the DEC VAX release of ARC/INFO runs on both the VAXstation 3100 and the VAX 8600 under the same operating system, whereas a different machine, such as a Sun 3/60, under a different operating system, requires the Sun version of ARC/INFO, an entirely different effort for development, documentation, quality assurance, and support. It would, therefore, require a separate Primary Support license.

Pricing Information.

To obtain current pricing information, call your marketing representative.

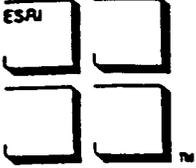
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Summary of User Support Services

	PC	Single-User Workstation	Multi-User Workstation Mini, Mainframe
	Primary Support		
Complimentary Support	90 Days	12 Months	12 Months
Hotline	Yes	Yes	Yes
ARCMail	N/A	Yes	Yes
Product Updates	Yes	Yes	Yes
Documentation Updates	Yes; 1 per license	Yes; 1 per license	Yes; 2 per license*
New Releases	Reduced Fee	Yes	Yes
ARC News	Yes	Yes	Yes
TechNotes	Yes	Yes	Yes
Annual User Conference	Invitation; Fee Required	1 Free Registration	2 Free Registrations
	Secondary Support		
Hotline	Through Primary Contact Only	Through Primary Contact Only	Through Primary Contact Only
ARCMail	N/A	Through Primary Contact Only	Through Primary Contact Only
Product Updates	Yes; Distribution Through Primary Contact Only	Yes; Distribution Through Primary Contact Only	Yes; Distribution Through Primary Contact Only
Documentation Updates	Yes; Distribution Through Primary Contact Only	Yes; Distribution Through Primary Contact Only	Yes; Distribution Through Primary Contact Only
New Releases	Yes; Distribution Through Primary Contact Only	Yes; Distribution Through Primary Contact Only	Yes; Distribution Through Primary Contact Only
ARC News	Yes	Yes	Yes
TechNotes	Yes; Distribution Through Primary Contact Only	Yes; Distribution Through Primary Contact Only	Yes; Distribution Through Primary Contact Only
Annual User Conference	Invitation; Fee Required	Invitation; Fee Required	Invitation; Fee Required

(June 1, 1989)

* One per license for international sites



PC ARC/INFO® User Support Policy (June 1, 1989)

Terms

To be eligible for PC ARC/INFO User Support services, users should be aware of and adhere to the following terms

1. PC ARC/INFO users must complete and return the product registration card (included in the PC ARC/INFO ; age) within 30 days after receipt of the product.
2. Limited support is provided free of charge to registered users during the 90-day complimentary support period. Extended user support is available in 12-month periods and must be purchased separately.
3. Fees for user support are due and payable at the end of the complimentary support period and each year on an anniversary date thereafter.
4. Primary and Secondary Support services for ARC/INFO do not automatically include support for PC NETWORK. Support for this product must be purchased separately.
5. Annual fees are subject to change by ESRI without written notice. Fees due are based on the rates in effect at the time payment is due. A late charge equal to 15 percent of the invoiced support fee will be applied to accounts not paid within 30 days of the invoice date.
6. User support fees must be kept up to date. Subscribers may not skip a year and then re-subscribe to user support at a later date without paying the fees for the missed year(s).
7. Fees for support are nonrefundable.
8. ESRI will ship all support materials (including those intended for secondary support subscriptions) to the primary technical contact. The contact will be responsible for distributing these materials to secondary support subscribers and other appropriate individuals within the organization. It is the organization's responsibility to inform ESRI in writing of any change regarding the technical contact.
9. *Release* and *revision* are synonymous. They refer to the numbered product offerings, such as Release 3.3 of PC ARC/INFO. *Version* refers to the hardware platform and operating system-specific product offering.
10. PC licenses are all single-user licenses.

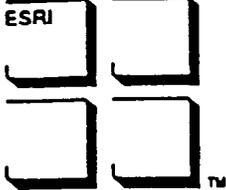
Additional Terms for Multi-Copy Sites

11. Regardless of how many PC ARC/INFO and ARC/INFO software products a customer acquires, if support services are to be retained, support must be purchased for all products.
12. Each organization desiring User Support for multiple copies of a PC ARC/INFO software product must purchase one Primary Support subscription for every 9 Secondary Support subscriptions.

Limitations

1. ESRI fully supports PC INFO software when it has been purchased from ESRI, provided that you are within the complimentary support period or have subscribed to Primary Technical Support. Otherwise, PC INFO technical support must be arranged through Henco Software Systems, Inc. If Primary Technical Support is not contracted through ESRI and a problem occurs while using PC INFO, ESRI will not be able to help.
2. User support for TGRAF software must be arranged through Grafpoint, the developer and supplier of TGRAF software. TGRAF emulates a Tektronix terminal. However, ARC/INFO is designed and guaranteed to support listed Tektronix terminals, not necessarily emulations. ESRI can provide telephone assistance to help with device setups and parameter specification. Additional support for TGRAF software must be arranged through Grafpoint.
3. ESRI does not provide user support for PC hardware, graphics cards and monitors, plotters, graphics printers, digitizers, modems, and so on, except to answer telephone questions of how supported devices interface to PC ARC/INFO. For example, ESRI can provide telephone assistance to help users build and test certain types of configuration files used in PC ARC/INFO, but cannot help connect hardware, guide users on building special cables, or set DIP switches on terminals, digitizers, and plotters.
4. ESRI publishes a document entitled *PC ARC/INFO Technical Guide to Hardware Options*. This *Guide* lists all hardware requirements, options, and brand-name devices known to work with PC ARC/INFO. ESRI will not support the use of, nor be responsible for, the performance of PC ARC/INFO software on hardware not included among the supported devices listed in this *Guide*.
5. Terms and conditions of this policy are subject to change by ESRI without written notice.

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ARC/INFO® User Support Policy (June 1, 1989) Workstation, Mini, and Mainframe Computers

Terms

To be eligible for ARC/INFO User Support services, users should be aware of and adhere to the following terms:

1. Full support is provided free of charge to registered users for the first 12 months after purchase. Thereafter, user support services, available in 12-month periods, must be purchased separately in advance.
2. Fees for Primary and Secondary Support services and object code technical support (after the first year) are due and payable each year on the anniversary date (defined as the installation date or, if self-installed, the 30 days following shipment of the product from our offices).
3. Primary and Secondary Support services for ARC/INFO do not automatically include support for ARC/INFO TIN™, ARC/INFO NETWORK™, ARC/INFO COGO™, GRID/GRIDTOPO™, and RDBI™ or object code. Support for these products must be purchased separately.
4. Annual fees are subject to change by ESRI without written notice. Fees due are based on the rates in effect at the time payment is due. A late charge equal to 15 percent of the invoiced support fee will be applied to accounts not paid within 30 days of the invoice date.
5. User support subscription fees must be kept up to date. Subscribers may not skip a year and then re-subscribe to user support services at a later date without paying the fees for the missed year(s).
6. Fees for support services are nonrefundable.
7. ESRI will ship all support materials (including those intended for Secondary Support subscriptions) to the primary technical contact. That contact will be responsible for distributing these materials to Secondary Support subscribers and other appropriate individuals within the organization. It is the organization's responsibility to inform ESRI in writing of any change regarding the technical contact.
8. Sites holding object code licenses prior to December 31, 1988, can continue to receive object code updates by purchasing object code technical support with the first technical support fee due after that date.
9. *Release* and *revision* are synonyms. They refer to the numbered product offerings, such as Release 5.0 of ARC/INFO. *Version* refers to the hardware platform and operating system-specific product offering, such as the Sun version of ARC/INFO.
10. A single-user site has only one terminal per CPU and is, therefore, limited to one user at a time, such as a PC or single-user workstation. A multi-user site has a CPU that accommodates more than one terminal concurrently, such as a multi-user workstation, mini, or mainframe computer.

Additional Terms for Multi-Copy Sites

11. Regardless of how many ARC/INFO and PC ARC/INFO software products an organization acquires, if maintenance services are to be retained, support must be purchased for all products and all optional modules.
12. Each organization desiring user support services for multiple copies of the ARC/INFO software product on the same hardware platform must purchase one primary support subscription for every 9 secondary support subscriptions. The hardware platform is considered the same if it has the same manufacturer, has the same operating system, and runs the same version (not to be confused with release level or revision) of ARC/INFO.

Limitations

1. ESRI's support is limited to unmodified software distributed by ESRI.
2. ESRI fully supports INFO™ software when user support service has been purchased from ESRI. Otherwise, INFO user support must be arranged through Henco Software, Inc. If user support is not contracted through ESRI and a problem occurs while using INFO, ESRI will not be able to help. If the source of a problem is not clear, ESRI will help identify it and determine who can help correct it.
3. ESRI does not provide technical support for hardware, graphics cards and monitors, plotters, graphics printers, digitizers, modems, and so on, except to answer telephone questions of how supported devices interface to ARC/INFO and this is limited to standard supported devices. For supported devices, see ARC/INFO Release Notes for each product revision, the ARC/INFO System Dependencies Guide for each platform, and all applicable Last Minute Notes for that release.
4. Terms and conditions of this policy are subject to change by ESRI without written notice.

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■ 380 New York Street, Redlands, CA 92373 ■ Telephone: 714-793-2853 ■ Hotline Telephone: 714-793-ESRI ■



Environmental Systems Research Institute, Inc.
 380 New York Street
 Redlands, CA 92373
 (714) 793-2853

**ATTACHMENT F
 DOMESTIC CLIENT INFORMATION PROFILE**

Customer Name: _____

Ship to: _____

Address: _____

Address: _____

Contact: _____

Contact: _____

Telephone: _____

Telephone: _____

Telex: _____

Telex: _____

Fax: _____

Fax: _____

End User: _____

Bill to: _____

Address: _____

Address: _____

Contact: _____

Contact: _____

Telephone: _____

Telephone: _____

Telex: _____

Telex: _____

Fax: _____

Fax: _____

REV. 5.0

Total Number of Computers: _____

For Each Computer Complete:

Computer Mfg: _____

CPU Serial No: _____

Model Name: _____

CPU ID: _____

Operating System Name: _____

CPU Option: _____

Operating System Version: _____

Media: _____

Single/Multi-User: _____

FPA/NON-FPA: _____



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ATTACHMENT F (cont'd)

**REV. 6.0
 Licensed Configuration**

Base CPU and CPU Operating System

Make/Model: _____ Operating System: UNIX ULTRIX VMS (Circle One)
 CPU ID: _____ OS Version: _____
 Media Type Required: CD ROM Disk
 DAT Tape (Hewlett-Packard)
 Contact ESRI regarding other media.

Site Technical Contact Name: _____
 Telephone: _____
 Installation Address: _____

Licensed Software and Software License Fees

<u>Software Licensed</u>	<u>Floating Seat (Quantity)</u>	<u>Node Lock 3-Pack (Quantity)</u>	<u>Software License and First Year's Support Fees</u>
ARC/INFO			
ARC/INFO COGO			
ARC/INFO GRID			
ARC/INFO NETWORK			
ARC/INFO TIN			

******TO BE USED IF NEEDED****
Additional Operating System**

Make/Model: _____ Operating System: UNIX ULTRIX VMS (Circle One)
 CPU ID: _____ OS Version: _____
 Media Type Required: CD ROM Disk
 DAT Tape (Hewlett-Packard)
 Contact ESRI regarding other media.

Site Technical Contact Name: _____
 Telephone: _____
 Installation Address: _____

